NAMED SUPPORT CONTACT NETWORK MEETING

APRIL 2018 – SIT IN BIRTH MONTH ROW

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
WELCOME
AGENDA

> Over Payment Process Improvements
> Earnings and Actuals Report Updates
> Networking Activity
> Switch Primary Job
> Wrap Up
> Q&A
OVER PAYMENT PROCESS IMPROVEMENTS

GINNY MONTGOMERY

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
WHAT’S NEW FOR OVERPAYMENTS?

> Workday is an integrated system
  – All transactions that impact the payroll will be processed if entered correctly
  – Overpayments will “auto-correct” in Workday without employee permission
  – Understanding what caused and corrected an overpayment is key to managing it with the employee

> Updated paperwork to reflect Workday terminology
  – Paperwork for Terminated/On Leave employees
  – Paperwork of Active employees
OVERPAYMENT PROCESSING: DEPT.

> Identify if there is an overpayment
  - Review your reports (to be covered in the next section)
  - HCM, Time Tracking or Absence changes can cause or correct an overpayment
  - Can the overpayment be corrected before payroll is complete?
  - Is this a full overpayment? Can we pull a direct deposit or have a paper check returned and cancelled?
  - Did the employee make a change to Time Tracking or Absence?
    > If yes, they agree by taking action in Workday to have the entire overpayment repaid on the current check
OVERPAYMENT PROCESSING: DEPT.

> Employee is actively being paid in Workday
  – Contact the employee as soon as possible
  – If WD corrected the overpayment, ask the employee if they are willing to let the correction process on the current check
    > If yes, no paperwork is necessary for Payroll if the check is not in error
OVERPAYMENT PROCESSING: DEPT.

> Submit the overpayment paperwork to the employee and ischelp@uw.edu

  – Employee needs to choose an repayment plan and sign paperwork

  > Total Gross

  > Installments

  > Use Vacation time off – this is only for “REG” like hours.

    – An employee cannot convert vacation hours into a dollar amount

    – Departments must approve this option as the “REG” hours will
      not be credited back to their budget for the overpayment
Employee is terminated or on a long-term leave of absence

- Submit the overpayment paperwork to ischelp@uw.edu
- Payroll will send the department the net repayment paperwork
- The department sends the net repayment paperwork to the employee
- Employee must submit a check/money order to Payroll
- If the employee is returning to work, we can put the paperwork on hold until they return if they agree to have it taken back in the first check(s) after they return to pay status
Payroll manages three types of overpayment transactions

- Workday “auto-corrected” overpayments
- Workday retro corrections entered by Payroll
- Manual payment corrections entered by Payroll
  - Pre-Workday
  - Unsupported Retro corrections
  - Terminated/On Leave employees
  - Other complicated transactions
Workday “auto-corrected” overpayments

- Changes made in the HCM/Comp or Time/Absence areas will cause Workday to correct an overpayment.
- Workday adjusts the gross pay amounts based on the changes and also adjusts the appropriate gross to net items (taxes, dues, retirement, etc.).
- If the employee has a negative net pay or has installments, we will “net up” their paycheck to represent their repayment option.
- Installments are set up based on the option form and deductions taken until the overpayment is repaid.
OVERPAYMENT PROCESSING: PAYROLL

> Workday retro corrections entered by Payroll
  – Payroll enters retro transactions to correct the overpayment
  – Workday adjusts the gross pay amounts based on the changes and also adjusts the appropriate gross to net items (taxes, dues, retirement, etc.)
  – If the employee has a negative net pay or has installments, we will “net up” their paycheck to represent their repayment option.
  – Installments are set up based on the option form and deductions taken until the overpayment is repaid
OVERPAYMENT PROCESSING: PAYROLL

> Manual payment corrections entered by Payroll

- These transactions cannot be processed through the normal retro calculations in Workday
- Payroll enters each pay component as a separate transaction in an off-cycle process: Manual Payment – Overpayment
- If the employee has repaid via check, the check is deposited and the manual payment corrects all of the pay components
- If the employee is paying via Workday, the installments are taken from their pay checks based on the option form
OVERPAYMENT PROCESSING: PAYROLL

> All overpayments are calculated or processed as gross repayments.
> Once the gross reductions of earnings has been entered, employees repay via post tax deductions on their check.
> This adjusts wage information in downstream systems as soon as possible to provide accurate effort and financial reporting.
> Departments need to provide a budget number to hold the "bad debt" until the employee finishes paying back the overpayment.
> When paid in full, the bad debt will be removed from the budget.
OVERPAYMENT PROCESSING: INSTALLMENTS

> If any employee is paying back a substantial overpayment the department holds the liability for the money until the overpayment has been repaid

> Once the signed paperwork is received and repayment has begun, the department budget will be assigned the liability for the remaining amount

> This liability or “bad debt” will be applied to the budget on the overpayment worksheet

> Once the overpayment has been repaid, the bad debt will be removed
OVERPAYMENT PROCESSING: COST CENTERS

- Workday uses the current costing overrides for all transactions, including retro (under and overpayments)
  - Workday auto-corrections are the best way to process an overpayment to ensure all pay components update accurately, it may not be the best way to ensure the correct cost center is credited
  - Report review is critical to see what the costing is for corrections to overpayments
  - Costing Allocations can be updated until 10am on the grey day (payroll complete)
  - Payroll will do their best to put the overpayment on the correct cost center
    > We cannot override costing that is auto-corrected by Workday
  - All completed gross overpayments that need to be processed on a different budget must be done as a Salary Expense Transfer in MyFD by the department
CROSS-TAX YEAR IMPACTS

> A notification will go out to each employee on installments in November allowing them to increase their payments or pay one final payment no later than year-end payroll cutoff (Dec 26/27/28)

> Installments that cross tax year will credit the employee only for the taxable value that they have paid back at year end

> Net repay for a terminated employee requires the employee to payback the Federal Withholding Tax and then claim it on their tax return. A W-2c will be issued for the changes to SS/Medicare only

> If terminated and the employee is not eligible for a W2c, the employee will get a tax letter from payroll to use when filing their taxes in the following year
CURRENT OVERPAYMENT PROCESSING STATUS

> Overpayments repaid thru April 15\textsuperscript{th} pay period will be posted in FAS/MyFD by the April 30\textsuperscript{th} pay period

> Future overpayments with signed information should be updated within 1 pay period unless the employee is on leave

> A full audit of all overpayment paperwork is in process and employees and departments are being contacted about unsigned paperwork in Payroll
EARNINGS AND ACTUALS REPORTS UPDATES

GINNY MONTGOMERY

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
NEW REPORTS

> Current Earnings and Actuals Report is cumbersome
> Reports should facilitate the ability to determine if employees have been paid correctly and if the costing is accurate
> Retro period data being unavailable has lead to challenges for a department to confirm if their employees are being paid correctly
> ISC met with 15 departments across campus to create new reports to validate payroll
NEW REPORTS

The outcome of the focus groups is 6 new reports to help validate payroll results

- Earnings and Actuals – Payroll Results - Prompt for Worker R0100.1
- Earnings and Actuals – Payroll Results - Prompt for Organization R0101.1
- Earnings Review - Payroll Results - Prompt for Worker R0100
- Earnings Review - Payroll Results - Prompt for Organization R0101
- Earnings Review – Matrix Report - Prompt for Cost Center R0101.4
- Earnings Review – Matrix Report - Prompt for Organization R0101.3
NEW REPORTS

> New reports will be available next week
> And......wait for it........
NEW REPORTS

RETRO PERIODS WILL BE AVAILABLE ON THE NEW REPORTS!!!!
NETWORKING ACTIVITY

KANANI DONALDSON

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
REPORTING

WHICH REPORT????

> What reports do you commonly use to resolve payroll errors? Time reporting errors?
> How often do you run these reports?
> What are some of your best practices with reporting?
> Share one or 2 ideas from your team with the larger group
PAYROLL AND REPORTS

2018 HCM & Payroll Calendar
Payroll Calendar Workday

<table>
<thead>
<tr>
<th>S</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>T</th>
<th>F</th>
<th>S</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
</tr>
<tr>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td>1</td>
</tr>
</tbody>
</table>

Workday Processing
- Bank/UW Holidays
- Switch Primary Job window Opens (ISC responsibility)
- Switch Primary Job window closes when Pay Cacl begins after 9:00 pm (ISC responsibility) - Earnings and Actuals Reports available next day
- HCM Transaction Unit Approval deadline
- Additional Payroll Requests Deadline (1:00 PM) All retropay, overpayment, payroll deduction, cost allocations and foreign national paperwork must be received
- Time and Absence Transaction Deadline (9:00 pm). Transactions must be submitted and approved for payment
- Payroll processing - Final Pay Calculation (ISC only)

updated 2/14/18
SWITCH PRIMARY JOB

CHRIS PIERCE/FRANCISCO PACHECO
WHY IS THERE A NEED TO PROCESS A SWITCH PRIMARY?
BPS THAT INVOLVE SWITCH PRIMARY:

ADD ADDITIONAL JOB OR SWITCH PRIMARY?

> Add Additional Job:
  – This is what triggers a notice in HCM Initiates Workday inbox

> End Primary:
  – Primary position was not ended in Workday after employment end date, therefore we must process a switch to end the job
CONSIDERATIONS

There are several considerations that factor into the ‘Switch Primary’ process:

> Employment Type, FTE %, Employment Program, Duration of Employment

> Employee Type (e.g., Regular, Fixed-Term, etc.)

> Employment Programs (Academic, Professional, Classified, Temporary)
HCM
TRANSACTIONS
CHRIS PIERCE/FRANCISCO PACHECO
UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
EMPLOYEE TYPE AND SUBTYPE

COMMON ERRORS IN NEW EMPLOYEE SETUP

> Employee Type and Compensation Plan must match AND be in alignment with the Job Profile

> Know how to interpret Job Profile information
  – Assistant Director (E S 11)
  – Program Assistant (NE H SEIU 925 Non Supv)

> Employee Types for limited term positions
  – Salary-paid: Fixed Term (Fixed Term)
  – Hourly-paid: Temporary (Fixed Term)
DATES FOR ONE TIME PAYMENTS

> Effective Date = the date the one-time payment should be paid out to the employee
  – Best practice, use 1st or 16th of the month

> Scheduled Pay Date = when the work was completed

> Payment will occur on the pay date for that pay period
  – Example: EE performed extra work on 3/5
  – Effective date 3/1, Scheduled Pay Date 3/5, Actual payout on 3/25 paycheck
ENTER TIME

CHRIS PIERCE/FRANCISCO PACHECO

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
ENTER TIME

IMPACTS

> Hourly employees will not be paid for hours worked
> Non-exempt employees may not be paid for exception time (i.e., overtime, shifts, or other premiums) – no on-demand checks are issued for exception time
> Increase requests for retro payments and on-demand checks; delays payment to the employee
> If time is submitted and NOT approved, it could lead to compliance issues regarding state, federal, and university policies
ENTER TIME

POPULATIONS:

> All Non-Exempt Salaried Employees (NE S)

> All Hourly Employees (NE H) or (H)
ENTER TIME

EXEMPT EMPLOYEES REQUIRED TO ENTER TIME:

> 1199NW Research/Hall Health Nurses

> APL (for costing purposes only)

> Oceanography Exempt Staff (HR approved)

> Excepted Staff (HR approved)
WRAP UP

KANANI DONALDSON

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
NSC NETWORK MEETING – MAY

LIVE RECORDED WEBINAR

> One session, recorded

> Topics;
   – Summer Hiatus
   – Cyclical Leaves
   – Terminations

> Date/Time information to be emailed in the next 2 weeks
RESOURCES

> User Guide library
> Time and Absence Initiate training
> Enter Time videos
> Excel training through IT Connect (free)
> Excel training through POD (associated costs)
  – Pivot Tables
  – Excel Techniques